



At home in Camden

April 14, 2020

TO: Residents and Family Members

FROM: Loriman Looke, Executive Director and Administrator

As we continue to forge our way through the coronavirus COVID-19 emergency, I want to take a moment to update you regarding Quarry Hill's prevention and preparedness efforts.

First and foremost, I am grateful to be able to report that, as of this writing, Quarry Hill has had no diagnosed cases of COVID-19. We continue to follow the guidance of the U.S. Centers for Disease Control, the Maine CDC and our parent organization, MaineHealth, and to implement their recommendations for maintaining our healthy community.

Here are the measures currently in place within our main building, the Anderson Inn:

Preventing COVID-19 from Entering the Building from Outside Our Community

- The Inn remains closed to all but staff members, residents of the building and vendors and caregivers deemed essential. All those seeking access to the building must use the Main Entrance (all other entrances are locked) and are screened (temperatures taken, etc.) upon entry.
- Staff members must wear masks throughout their shifts.
- We urge residents who are mobile to avoid any unnecessary off-campus trips to stores, restaurants and businesses and have advised them regarding options for obtaining groceries and other necessities. Quarry Hill's vans provide transportation to essential medical appointments only.
- We've set up temporary alternative systems to ensure timely delivery of incoming mail and packages, prescription medications and other important materials, in order to keep outside delivery personnel out of the building.
- To assist residents whose loved ones can no longer visit, staffers equipped with iPads and tablets help residents enjoy virtual visits via FaceTime, Skype, Zoom and Facebook chats. (To request this service, please contact Activities Director Noreen Clark, **207-301-6250**.)

(more)

Preventing the Possibility of COVID-19 Spreading Between Residents

- Residents have been issued masks and are asked to wear them anytime they step outside their apartments, answer a knock on the door or interact with people (including staff members) from outside their apartments.
- Residents are strongly discouraged from moving between units within the Inn.
- All resident group events and activities have been canceled. For residents who do gather, we ask that they wear a mask and maintain a minimum of six feet of separation from others in the room.
- We have changed meal service throughout the building so as to come as close as possible to maintaining six feet of distance between individuals. For independent living and Terraces residents, communal meals in our dining rooms have been replaced with door-to-door meal delivery; for Gardens and Courtyard residents, because of the special needs of these individuals, meal service is a combination of in-room and dining-room service.
- Our housekeeping team continues aggressive disinfection efforts, sanitizing bathrooms, hand rails, door handles, elevator buttons and other high-touch surfaces regularly.
- Maintenance visits to apartments and cottages are limited to matters requiring immediate attention.
- Through signage, floor markers, additional hand-sanitizing stations and other means, we continue to remind residents and staff each day regarding physical distancing, proper hand hygiene and covering coughs and sneezes, and, in accordance with the latest CDC and MaineHealth guidelines, have directed residents as to what to do if they feel unwell.

Preparedness for the Possibility of a Diagnosed or Suspected Case

- Our management team has established contingency plans outlining each department's responsibilities in the event of a COVID-19 diagnosis within our community.
- We have set up a segregated unit within the Anderson Inn where we would be able to isolate any resident of the Gardens, Terraces or Courtyard who tests positive for COVID or who exhibits related symptoms but has not yet been tested. (Independent living residents would quarantine in their apartments.)
- We're developing a contact-tracing system that would allow us to track staff members' contacts with residents and nursing-care patients, should one become infected.
- Our clinical staff has received thorough training regarding infection-prevention techniques and proper use of personal protective equipment.

Education and Communication

- Staff members have received instruction regarding what to do should they should develop symptoms or have questions about a potential exposure, including contacting a special, 24-hour employee healthline.
- We've alerted residents to the growing threat of COVID-19 related scams, false "cures," unapproved test kits and misinformation.
- We offer a dedicated, Quarry Hill phone line aimed at keeping all members of our community—including family members—abreast of the latest developments in our campaign against COVID-19. The number is **207-301-6300**. We update the line's recorded message as needed.

This is a difficult time for everyone—residents, staff and families. Please know of the dedication and hard work exhibited by all of our staff, and accept my thanks to you, as well, for your continued cooperation with our efforts in the midst of the crisis. Until our next update, I hope you and yours will stay safe and well and as content as possible. As always, please don't hesitate to contact me on my direct line, 207-301-6275, or via email, llooke@pbmc.org, with any questions that arise.